

Appendix 1

HIASpecification

Contents	Page
1. The Council and its partners	2
2. Aims	3
3. Values & Principles	3
4. National Policy Framework	4
5. Local Policies & Strategies	4
6. Service Objectives	5
7. Summary of Provision	5
8. Catchment Area	6
9. Eligibility	6
10. Volumes of Service	6
11. Referrals	6
12. Publicity & Information	6
13. Staffing	7
14. Quality & Monitoring	7
15. Sustainability	7
16. Service Details	8
a. Providing Advice & Support	8
b. Co-ordination, Supervision & Support of Works	9
c. Home Safety Assessment & Falls Reduction	9
d. Repairs & Minor Adaptations	9
e. Facilitation of Major Adaptations (DFG)	11
f. Handy Person & Maintenance Services	12
g. Supporting Hospital Discharge, including Installation of Keysafes	12
h. Maintaining & repairing lifts	13
Annex 1: Eligibility	15

1. The Council and its Partners

The names and addresses of the Lead Commissioner / Organisation and its partners / other purchasers are as follows:

Oxfordshire County Council (Lead Commissioner / Organisation)
www.oxfordshire.gov.uk
County Hall, New Road, Oxford, OX1 1ND

Oxfordshire Clinical Commissioning Group
www.oxfordshireccg.nhs.uk
Jubilee House, John Smith Drive, Oxford OX4 2LH

The bodies able to call off under this contract in addition to the two above include:

- Chiltern Clinical Commissioning Group
- Oxford University Hospitals NHS Trust, including Nuffield Orthopaedic Centre NHS Trust and Oxford Centre for Enablement)
- Oxford Health NHS Foundation Trust
- Southern Health NHS Foundation Trust
- Aylesbury Vale Clinical Commissioning Group
- Independent Living Centre
- Royal Berkshire Hospital NHS Foundation Trust
- Oxfordshire Tissue Viability Service
- Individual Service Users via direct purchase

Hereafter the Council and its Partners will be referred to as the Council.

These Partners may change during the lifetime of the contract. If any changes occur, the Council will notify the Service Provider.

2. Aim

The aim of the Service is to enable those Oxfordshire residents / Service User registered with an Oxfordshire GP who are in need of support to maintain their independence, health and well-being in their chosen home for the foreseeable future. This applies to individuals of any age.

This aim will be achieved through the repair, adaptation and improvement of Service User's homes, so that the Service User is able to remain in their own home in a safe, secure and accessible environment.

Activities provided under this Contract include:

- ✓ The direct provision of adaptation;
- ✓ Repair and maintenance services;
- ✓ Preventative initiatives;
- ✓ Providing advice on accessing finance and benefits - including private finance;
- ✓ Signposting to appropriate community based services.

3. Values and Principles

The following service values will underpin all activities undertaken by the Service Provider:

- Service Users shall retain the greatest possible control over their lives;
- Service Users and/or their representatives shall be treated with courtesy, respect and dignity;
- Service Users and/or their representatives shall be personally involved in any decision-making processes that impact on their lives;
- The views of Service Users and their representatives will be sought on the quality of the Service provided;
- The diverse needs of Service Users will be recognised.

The Service Provider will:

- Deliver the Service tailored to a Service User's needs and in doing so the Service Provider will act as the agent of its Service Users and not of any organisation, statutory or otherwise;
- Take referrals from a range of sources;
- Act only on the authority of the Service User, including the delegation of work to third parties;
- Supply sufficient information to enable the Service User to make informed choices. This shall include:
 - information - in advance - on any financial contribution the Service User may be required to make;
 - information on progress and expenditure at appropriate stages of the process.
- In carrying out its work, ensure equality of access and reflect the diverse needs and requirements of actual and potential Service Users;

- Ensure that at all times the Service complies with the Oxfordshire Safeguarding Adults Board policies and procedures
<http://www.safefromharm.org.uk/wps/wcm/connect/occ/Safe+From+Harm/Professionals/OSAB/>
- Ensure that it has in place systems, policies and procedures to ensure the protection of children and young Service Users consistent with the Oxfordshire Safeguarding Children Board's Procedures Manual, as amended from time to time, and section 11 of the Children Act 2004 and shall ensure compliance with such systems, policies and procedures <http://www.oscb.org.uk/index.html>

4. Applicable National Standards

NB: this is not an exhaustive list of the guidance and legislation available; the websites for each organisation provides detailed information. Service Providers shall ensure services reflect updates in guidance and recommendations as and when they are produced.

Care Act 2014

<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted/data.htm>

Health and Social Care Act, Department of Health, 2012

<http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted>

Putting Service User First: a shared vision and commitment to the transformation of adult social care, Department of Health 2008

http://webarchive.nationalarchives.gov.uk/20130107105354/http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_081119.pdf

National Service Framework for Older Service User, Department of Health, 2001

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/198033/National_Service_Framework_for_Older_Service_User.pdf

Health and Social Care Outcomes Framework 2014-15

<https://www.gov.uk/government/collections/health-and-social-care-outcomes-frameworks>

The Adult Social Care Outcomes Framework 2014-

15https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/263783/adult_social_care_framework.pdf

Fulfilling Potential, Department of Works & Pensions, 2013

<http://odi.dwp.gov.uk/docs/fulfilling-potential/making-it-happen.pdf>

Children and Families Act

2014<http://www.legislation.gov.uk/ukpga/2014/6/contents/enacted>

SEN code of practice: 0-25

<https://www.gov.uk/government/publications/send-code-of-practice-0-to-25>

5. Local Policies and Strategies

The Services will use local resources where available and guiding principles when planning and implementing changes and improvements. These will include

Oxfordshire Joint Health and Wellbeing Strategy 2012-16

<https://www.oxfordshire.gov.uk/cms/sites/default/files/folders/documents/aboutyourcouncil/plansperformancepolicy/oxfordshirejointhwbstrategy.pdf>

Older Service User's Joint Commissioning Strategy 2013-16

<https://publicinvolvementnetwork.oxfordshire.gov.uk/consult.ti/OPstrat/consultationHome>

Oxfordshire Equipment Strategy 2013

Oxfordshire Joint Physical Disability Strategy 2012-15

<https://www.oxfordshire.gov.uk/cms/sites/default/files/folders/documents/socialandhealthcare/general/pdstrategy.pdf>

The Oxfordshire Big Plan for Adults with Learning Disabilities 2015-2018

<http://mycouncil.oxfordshire.gov.uk/documents/s24328/Learning%20Disability%20Workshop%20Report.pdf>

Children and Young Service User's

Planhttps://www.oxfordshire.gov.uk/cms/sites/default/files/folders/documents/childreneducationandfamilies/workingwithchildren/ChildrensPlan_0.pdf

6. Service Objectives

The following describe the objectives of the Service:

- Support to Service Users to maintain their independence, health and well-being in their chosen home - thus increase the number of Service Users able to live with dignity in their chosen environment;
- Contribute to the increase in the number of Service Users successfully discharged from hospital to their own home;
- Contribute to the reduction of the number of Service Users entering institutional forms of care;
- Contribute to the reduction in the number of emergencies amongst Service Users living independently;
- Help prevent the need for more intensive services;
- Help extend the healthy life expectancy by improving the quality of homes.

This would include:

- Identifying the risks that would result in serious injury;
- Reducing illness and death caused by accidental injury;
- Maintaining optimal levels of mobility and independence;
- Reducing the causes of ill health and excess winter deaths associated with living in poorly insulated homes;
- Actions to reduce fuel poverty.
- Support to Service Users to access and secure unclaimed benefits and a range of community based services that would help them to remain at home;
- Partnership working with the Integrated Community Equipment and Assistive Technology Service provider and the Information and Advice Service provider to ensure Service Users receive a high quality, co-ordinated, timely and cost effective Service;

- Partnership working with all other organisations providing similar or associated services to improve communication, co-ordination and collaboration between organisations.

7. Summary of Provision

The Service to be provided will consist of:

- Advice and information on problems relating to the Service User's property;
- Co-ordination, supervision and support of works in the Service User's property;
- Home safety assessment and falls reduction;
- Providing small repairs and minor adaptations;
- Facilitation of major adaptations (Disabled Facilities Grant);
- Handyman and maintenance services;
- Supporting hospital discharge by installing keysafes;
- Maintaining and repairing (including emergency breakdown) of stairlifts, step lifts and through floor lifts (decreasing service).

8. Catchment Area

The catchment area for the Service will be [insert relevant District]

9. Eligibility

As set out in Annex 1 below. (P15-16)

10. Volumes of Service

For the period of the Contract of which this Specification forms part, volumes delivered will be based on the targets and outcomes agreed with the Council

11. Referrals

The initial point of contact for Service Users or Prescribers shall be available 52 weeks a year, Monday to Friday between the hours of 9.00am and 5.00pm, excluding Bank and other Public Holidays.

The following applies to referrals:

- The point of contact shall be accessible by telephone (suitable for the Service Users' needs), letter, fax, e-mail, or web-based application;
- Prescribers may refer through the *Integrated Community Equipment and Assistive Technology Service* provider's software, which then passes the referral on to the Service Provider electronically;
- Referrals to the Service from the Council will be made on a Contact Assessment form;
- Where a referral is made by a referrer other than the Council, the Service Provider will be required to complete the contact assessment form on behalf of the Service User and submit it to the Council;
- The Service Provider will ensure that where the referral is from a source other than the Service User, that the Service User is made aware of the referral;

- The Service Provider will co-ordinate Service provision within agreed timescales. Timescales shall take into account the objectives to reduce hospital admissions and facilitate prompt hospital discharges.

12. Publicity and Information

The Service Provider shall:

- In agreement with the Council, prepare and implement a Service promotion and publicity programme;
- Ensure information being made available to the general public complies with the Council's Public Information Policy <https://www.oxfordshire.gov.uk/cms/public-site/plans-performance-and-policies> ;
- Ensure that information regarding all aspects of the Service is accurate, up-to-date, relevant, accessible and reflects the diversity of the local population;
- The Service Provider shall involve Service Users in the design and development of information.

13. Staffing

The Service Provider must ensure:

- Sufficient and appropriately qualified / accredited / skilled management, technical and administrative Staff are available, at all times, to meet the requirements of this Service;
- That Staff, including those employed by a sub-contractor, have a current Disclosure and Barring Service (DBS) check to the fully enhanced level;
- Each and every member of Staff carries appropriate identification and presents this to Service Users when making home visits;
- Staff make home visits by prior appointment.

14. Quality and Monitoring

The Service Provider will have in place a quality assurance system that includes the following:

- Process for self-assessment of the quality of the service;
- Process to work with the Council to review, monitor and develop the Service in accordance with contract requirements- as laid out in Schedule 3;
- Process to involve other stakeholders in monitoring and developing the Service - at a minimum stakeholders shall include Service Users, their representatives, and statutory, voluntary and community groups with an interest in the needs of older, disabled and vulnerable Service User;
- Comments and complaints system that includes documented reporting and monitoring processes, auditing processes and public information on:
 - how to make a comment or complaint;
 - what to expect from the process;
 - what to do if resolution is not reached;
 - response timescales.
- Complaints and feedback reports as part of performance monitoring. The Service Provider shall be able to demonstrate the impact on its Service delivery of its investigation and analysis of complaints and feedback.

15. Sustainability

The Service Provider will:

- Provide householders with basic advice and information on no-cost and low-cost energy saving / energy efficiency measures;
- Provide basic advice and information on energy efficiency grants and discounts and make referrals whenever possible;
- When providing advice and making repairs, take into consideration running costs and the circumstances of the Service User so as to avoid the Service User falling into fuel poverty;
- Provide a signposting service to organisations such as Green Deal, Energy Saving Trust Advice Centre and the Council and make referrals whenever possible;
- Be a member of any relevant sustainability /fuel poverty forums organised by the District Councils;
- In specifying any works - as far as is practicable - apply sustainable procurement policies. Consideration shall be given to the relative environmental impact of proposed works and where possible the best environmental option pursued. This is particularly applicable to heating systems and major adaptations;
- Carry out contracted works in a manner which results in CO₂ emissions being minimised;
- Maintain records of:
 - number of referrals received;
 - number of Service Users given sustainability advice;
 - share this information with the District Council(s).

16. Service Details

a. Providing advice and information

The Service Provider will:

- At the *initial* contact, advise and provide written information to the Service User about the following:
 - Availability of services;
 - Service User's eligibility for services;
 - Any grants to which the Service User may be entitled;
 - Any financial contribution which the Service User may be required to make from their own resources;
 - Any other charges for which the Service User may be liable.
- When appropriate, signpost Service Users to other relevant statutory and voluntary agencies and community-based local services;
- At a minimum, ensure that eligible Service Users are given basic advice, information and support on the following:
 - Problems relating to the Service User's property;
 - Housing options;
 - Completion of any necessary forms;
 - Legal and financial entitlements;
 - Other available support services (e.g. home safety services, home insulation and energy efficiency, crime reduction).

- Ensure that eligible Service Users are informed about possible sources of funding and assist where appropriate to access these sources including the following:
 - Grants from statutory bodies;
 - Charitable funding;
 - Releasing equity and accessing loans;
 - Obtaining independent financial advice;
 - Benefit entitlement;
 - The effect that certain options may have on benefit entitlement;
 - Insurance claims.
- Where requested to do so by the Service User, act on their behalf to ensure that the Service User receives any additional income to which they are entitled, in order to maximise income;
- Undertake a home visit when appropriate.

b. Co-ordination, supervision and support of works

The Service Provider will

- Supply information as necessary to any register of properties should this be required in future by the Council;
- Refer to or involve other appropriate agencies to provide support to Service Users (e.g. Registered Social Landlords, Local Housing Authorities);
- Prioritise the different elements of the Service according to demand;
- Ensure that the available funding is spread throughout the year so that the planned volume of service in each element is delivered throughout the term of the Contract.

c. Home safety assessment and falls reduction

The Service Provider will undertake the identification of possible hazards and provide advice on the reduction of accidents in the home. This will include the following tasks:

- Development with the Council of an agreed assessment checklist;
- At the *initial* point of contact - offer of a free home safety survey to those Service User within the eligible Service User group. If this offer is accepted by the Service User the home safety survey will be carried out within 4 weeks;
- The results of the home safety survey will be shared with the Service User and an action plan devised to address any identified risks;
- The limits of the home safety survey will be made explicit to the Service User and it will also be made clear to them that responsibility for following advice rests with them;
- Where there is a risk of death or injury the Provider will reserve the right to notify the appropriate authorities;
- Where appropriate, the Service Provider will refer Service Users to the Oxfordshire Falls Service.

d. Providing small repairs and minor adaptations

The Service Provider will assist Service Users to identify and undertake any necessary repairs, minor works or adaptations to their home with the objective of ensuring the Service User can live safely and independently.

These works shall be up to the value of £1000 (or any future set limit). This sum includes any administration fee that may be charged but excludes VAT.

Certain jobs may need to be estimated. If the need for an estimate is agreed by the Prescriber, the Service Provider will make a charge of £40 (or any subsequently agreed sum) for a minor adaptations estimate which would include full instructions either to the Service Provider's staff or to sub-contractors. This charge will be paid by the Council initially. If the quotation is accepted this charge will be deducted from the final invoice.

Minor adaptations or improvements, would include the following:

- Fitting handrails, stair-rails and grab rails;
- Fitting portable/temporary ramps;
- Door threshold removal (internal only);
- Fitting wall-fixed shower seats;
- Fitting floor-fixed toilet frames;
- Re-hanging doors.

In delivering this Service the Service Provider will:

- Visit the Service User's property in order to assess the need for repairs or improvements. This visit should include an initial risk assessment;
- In partnership with the Service User- or as appropriate - liaise with the local Housing Authority and County Council's Occupational Therapists in order to consider what repairs or improvements are necessary and to provide an agreed solution. Diagrams provided by the Prescriber must be closely adhered to;
- Refer the Service User for grant assistance or make application for other possible sources of funding, such as charitable assistance and private finance;
- Prepare any applications and submit them with all relevant documents (e.g. planning permission, building control, drawings, proof of title, certificates of future occupation, evidence of financial means) on behalf of the Service User;
- Maintain a list of contractors whose references have been provided;
- Select contractors as appropriate to the needs of the Service User;
- If specialist trades (e.g. gas fitting) are required, the Provider shall ensure that the tradesmen are correctly certified (e.g. Gas Safe Accredited, formerly known as CORGI).
- Ensure any sub-contractor follows the same stringent procedures and processes as itself;
- Ensure that all works are undertaken in accordance with health and safety guidance and legislation;
- Ensure all fittings and adaptations are provided under the ethos of Professional, Clean and Tidy (PCT) and to the highest standard;
- Keep Service Users informed of progress;
- Ensure that the work is satisfactorily completed. This will involve:
 - carrying out detailed risk assessments;
 - producing method statements;
 - following inspection procedures;
 - providing a completion certificate.
- Ensure that variation and defect procedures are in place

- Ensure that any remedial work that does not rectify the defectis discussed with the Council to determine the best course of action having regard to the Service User;
- Ensure the satisfactory conclusion of the works;
- Assist the resolution of disputes that occur between the Service User and the contractor;
- If the installation cannot be conducted for any reason, inform the Prescriber immediately.

e. Facilitation of major adaptations (Disabled Facilities Grants)

The Service Provider will deliver a support and co-ordination Service where this is requested by the Service User. This Service might include technical services depending on the extent and nature of the scheme.

In facilitating major adaptations the Service Provider will:

- Arrange a visit to the Service User's property in order to discuss the major adaptations;
- Formally agree with the Service User that it will assist with the arranging of the major adaptations;
- Refer the Service User for grant assistance or make application for other sources of funding such as charitable assistance and private finance as applicable;
- Assist the Service User to complete all relevant grant application forms, certificates of future occupation and obtain evidence to support the statutory financial means test;
- In partnership with the Service User- or as appropriate - liaise with the local Housing Authority and Social & Community Services' Occupational Therapists in order to consider what major adaptations are necessary and to agree a solution;
- Prepare any applications and submit them with all relevant documents (e.g. planning permission, building control, drawings, proof of title, certificates of future occupation, evidence of financial means) on behalf of the Service User;
- Carry out the full statutory financial means test in respect of each grant application. They will determine from the test the contribution - if any - that the applicant is required to make towards the cost of the works covered by the grant;
- Maintain a list of contractors whose references have been provided;
- Contractors will be selected as appropriate to the needs of the Service User;
- Ensure that all works are undertaken in accordance with health and safety guidance and legislation;
- Ensure that Service Users are kept informed of progress with any work being undertaken for or on their behalf;
- Ensure that the work is satisfactorily completed. This will involve the carrying out of an inspection and the provision of a completion certificate;
- Ensure that variation and defect procedures are in place to ensure the satisfactory conclusion of the works;
- Assist the resolution of disputes that occur between the Service User and the contractor.

f. Providing handyman and maintenance services

The Service Provider will deliver or arrange handyman or maintenance services to ensure safe, secure and independent living for the Service User. These Services will have an upper time limit of four hours per job (a job may include a varying number of tasks).

The costs for this Service shall be charged to the Service User at the currently agreed hourly rate (exclusive of VAT) or any subsequently agreed hourly charge.

All material costs shall be charged to the Service User at cost price.

Examples of Handyman and maintenance services are listed below.

NB (M) identifies maintenance tasks that are the responsibility of the Local Authority and RSL landlords and therefore not available to tenants of such landlords through this service.

Electrical Work	Replacing light bulbs Replacing fuses and plugs Fitting doorbells
Drainage	Unblocking sinks Cleaning blocked gullies and gutters
General Household Assistance	Putting up curtains Removal of floor coverings Moving small furniture Putting up shelves and pictures Replacing small window panes (M) Repairing small areas of rotten wood (M) Tiling small areas (M) Re-hanging doors Repairing small areas of fencing and/or garden gates
Plumbing	Replacing broken WC seats Renewing bath sealant (M) Small repairs to leaking pipes Changing tap washers, cistern washers, ball valves (M)
Safety	Fitting door chains, locks and spy holes Fitting security lights Fitting smoke alarms Fitting stair gates, cooker guards, fire guards Fitting key safes

g. Supporting hospital discharge, including installing key safes

This is where one or more of the Service elements are required for a Service User's safe discharge from hospital. Costs for this Service will include labour and travel. Materials will be charged to the Service User at cost, subject to the Council's approval of that cost.

The following elements shall not be rechargeable to the Service User

- Moving furniture
- Clearing rooms and walkways

- Fitting keysafes

The Service Provider shall supply and fit and remove key safes where appropriate with Service Users; landlords; carers' permission.

h. Maintaining and repairing (including emergency breakdown) of stair lifts, step lifts and through floor lifts

The Council no longer provides new lifts for Service Users so this area of work covers the servicing and repair of lifts already in situ with existing Service Users. It is expected that, with no new Service Users, the number of such lifts will decrease over time.

In providing this Service the Service Provider will:

- Service and repair all stair lifts, through-floor lifts and step lifts that are in situ in a Service User's home as set out in the list provided by the Council. (These units will be installed in various types of property and be from a range of manufacturers);
- Work to a planned service / inspection schedule;
- Conduct a regular inspection and service in accordance with Manufacturer's Instructions (Thorough Examination) and to comply with the requirements of Lifting Operations and Lifting Equipment Regulations (LOLER);
- Make appointments for all servicing by telephone or letter with the Service User or their representative. When the property has more than one of the above installations, service visits must be completed on the same day;
- Complete a visual inspection every six months in accordance with Manufacturer's Instructions. This may be a shared responsibility with the Council's insurers by agreement with all parties;
- On service visits, ensure that all units have an updated record on clear view attached to the unit to show both the last service date and next service date;
- After each visit, submit a service report on the equipment condition and the work carried out. The report must be signed by the engineer and the Service User or their representative. If the Service User is unable to sign, an indication of who has signed on their behalf must be made. The report must include the serial number of the unit serviced;
- Carry out essential repairs - up to a cost of £200 - identified at the time of the Service. If a danger to life and limb is identified then repairs must be carried out as part of service visit. The engineer will carry small components so that they can carry out immediate repairs;
- Unless urgent, report repairs identified at the time of the Service costing over £200 to the Council with the Service Report. If repairs are urgent, concerns must be reported by telephone or email;
- Only carry out repairs over £200 on receipt of an official order. Failure to do so may result in non-payment of invoices. Postal, email or fax quotations are acceptable to meet the repair timescale;
- Inform the Council immediately for a clinical decision if a unit is in a dangerous condition and the repair will cost over £200 or the unit is not repairable;
- When a repair is authorised by the Council, complete within 14 days, except in the circumstance when repairs need to be carried out within 48 hours;
- Inform the Council of any delay, the reason for the delay, the expected date of completion, any other options.
- Maintain good communication regarding timescales throughout;

- Ensure all repairs have a warranty of at least 6 months;
- Ensure that for each return visit within 28 days to units serviced by the Service Provider, the first hour of visit will not be charged. And that visits are not charged if the reason for visiting is due to the original repair not being resolved;
- Ensure replacement of units is not carried out - unless danger to life or limb is identified - without prior authorisation by the Council.
- Ensure that any unit that fails safety testing or is deemed “not fit for purpose” or is uneconomical to repair against an estimate set aside for scrapping in line with the scrapping policy to be agreed with the Council. This policy will take into consideration equipment condition, refurbishment cost versus value and warranty. The Service Provider must seek authority to scrap and show evidence of scrapping if the product falls outside the scrapping policy;
- Ensure the requirements of Waste, Electrical and Electronic Equipment (WEEE) legislation and the Batteries and Accumulator Act are met. All equipment that contains electrical components must be recycled by a WEEE certified recycling company;
- Ensure that products that have no such special requirements but are suitable for recycling – e.g. metals and certain types of plastics - are also recycled;
- Give Service Users a telephone number which they can call 24 hours per day, 7 days per week. The telephone number must be printed on the 'next due service' label adhered to the unit and also supplied separately to the Service User;
- For non-emergency call-outs, the Service Provider shall attend site during working hours, within four hours of notification by the Service User, their representative or the Council.

Annex 1: Eligibility	Advice/Info	Coordination	Safety Check	Repairs & Minor Adaptations	Facilitate Major Adaptations	Handyperson	Hospital Discharge, incl keysafes	Lift maintenance
<p>Eligibility: Service will be made available to a member of any of the following Service User groups, regardless of their financial status:</p> <ul style="list-style-type: none"> disabled Service User Service User aged 60 and above other Service User, as defined by the local district council housing renewal policy <p>Referrals accepted:</p> <ul style="list-style-type: none"> self-referral statutory agencies voluntary or charitable organisations <p>20 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000</p>	Yes	Yes	Yes	Yes ¹	Yes ²	Yes ¹	Yes	Yes
	Yes	Yes	Yes	Yes ¹	No	Yes ¹	Yes	No
	Yes	Yes	Yes	Yes	Yes	Yes	No ³	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
	Yes	Yes ⁴	Yes	No ⁵	No ⁶	Yes ⁷	Yes	Yes
<p>Funding: Source of funding through this agreement</p>	Yes	Yes	Yes	Yes	Yes ⁸	Yes	Yes	Yes
Charges to Service Users applied	No	No	No	Yes ⁹	Yes ¹⁰	Yes ¹¹	No ¹²	No

¹The process will be in accordance with the relevant District Council's housing renewal policy and may involve the Service Provider identifying the source of funding.

² Major adaptations will be available to disabled individuals as defined by the Housing Grants, Construction and Regeneration Act 1996, who have been assessed by an Occupational Therapist and for whom a Statement of Need has been produced, and who need assistance to co-ordinate the adaptations.

³ This service may be available where the local district council provides funding for repairs in accordance with their housing renewal policy

⁴ Eligibility for actual services may vary depending on individual circumstances.

⁵ This service is provided subject to the landlord's consent where the Service User is a tenant.

⁶ Major adaptations for tenants of public sector housing or RSLs may only be undertaken under a separate contract that does not form part of this Contract.

⁷ If tenanted, handyperson services only – maintenance remains the responsibility of the landlord.

⁸ The co-ordination of Major Adaptations by the Agency will be funded through this Agreement. Referrals for this service element will be for works in excess of £250 but will exclude works between £250 and £1,000 that are defined as non-structural Minor Adaptations (see section 1.5).

⁹ For actual work undertaken, Grants may be available to the Service User in accordance with the relevant Local Authority's housing renewal policy. If no Grant is available, the Service User must fund the cost themselves, though the Service Provider will provide information, practical advice and assistance about alternative sources of funding available. For fees relating to administration, working up plans, etc, costs must be met by the Service User but may be included in any Grant awarded. If the Service User is

Please note further footnotes below

206

making application for Local Authority Grant assistance, the cost to the Service User will be their calculated contribution under the test of resources as defined within the current relevant legislation. If there is a shortfall in funding, the Service Provider will seek other sources of funding and inform the Service User.

¹⁰ For actual work undertaken, if the Service User is making application for Local Authority Grant assistance, the cost to the Service User will be their calculated contribution under the test of resources as defined within the current relevant legislation. If there is a shortfall in funding from the Local Authority and/or Social & Community Services, the Service Provider will seek other sources in funding. Where a shortfall in funding is identified, the Service Provider will inform the Service User and the referring Occupational Therapist. The Service Provider will offset the cost of this service element against fees received from Service Users.

¹¹ Works referred to the Service Provider by Health and Social & Community Services staff as necessary to facilitate hospital discharge will be free to the Service User (both for the cost of materials used and for the cost of labour). Otherwise, Service Users will be charged for materials. There will also be a labour charge to the Service User, which will be determined by the Service commissioners. The Service commissioners will meet the balance as part of the Price of this Agreement.

¹² Where minor adaptations, handyperson or maintenance work is undertaken for a Service User who is being discharged from hospital, costs for labour and materials will be funded by the Hospital Discharge element of the Service.